

SAN RAMON CITY REPORT



Winter 2009 ♦ Volume Five ♦ Edition Four

Make your life easier by requesting City services online with innovative program

From reporting a barking dog or vandalism, to learning about sidewalk repair or how to sign up for recreation classes in San Ramon, by using the City's electronic customer service program on its Web site, citizens can easily request city services, track their requests online, and see where it is in the process of being resolved.

Survey Rating Area	Rating as Superior/Good
Employee Effectiveness	87%
Time to Respond	88%
Employee Courtesy	91%
Exceed or Met Expectations	84%

To enter a service request online, go to the "Contact Us" link on the City's Web site home page at www.sanramon.ca.gov to access the form.

The customer relationship management program, or CRM, has been available in San Ramon for about three years. To date, the City has received over 9,800 requests through this system.

Requests are automatically routed to the appropriate City staff person using software from Government Outreach, the CRM provider. City staff can also log citizen requests made via the phone, in person or mail. Citizens are advised of the response time of requests and receive a tracking number. The appropriate City staff person will review the request and may follow up

with the resident directly regarding their request. All contact with the resident is logged in the system to ensure the request or issue has been addressed.

Nearly 75% of the requests are closed in one to five days, but the City gives a default response time of up to 10 days as the "expected close date." Requests are viewed

and evaluated daily and then prioritized.

General areas that people can request assistance in, or report a problem about, include: park maintenance, street light repairs, animal control, code enforcement and neighborhood preservation, parks and city facility rentals, business licenses, police services, recreation information and programs. City staff also use this system to make and track work order requests between Departments such as information technology, building maintenance and city vehicle repairs.

In addition to providing residents with a better tool to communicate with the City, the program provides several other benefits to



City management, including the collection, tracking and archiving of requests, as well as allocating a single point of contact for each issue. City Department managers are able to view their entire department's productivity and responsiveness as well as the results of the customer surveys. Once a request is closed, the customer receives an email detailing the solution as well as an invitation to fill out an online survey about their experience.

SAN RAMON PARKS & COMMUNITY SERVICES

Creating Community through People, Partnerships & Programs

- ♦ Winter Features:
- ♦ Get fit with dance, jazzercise, yoga, pilates & more!
- ♦ Healthy Cooking Classes
- ♦ Wii for Seniors
- ♦ New Restaurant Guide



www.SanRamon.ca.gov
or call (925) 973-3200



Citizens give Police Department High Satisfaction Ratings

Ninety-nine percent of San Ramon citizens who have had interaction with the San Ramon Police Department are very satisfied or satisfied with their experience, according to a Police Department survey.

Of the 730 surveys collected in the Quality Assurance Program, 61 percent (446 people) responded that they were very satisfied in their experience with an officer, 38 percent (277 people) responded satisfied and 1 percent (7 respondents) were dissatisfied. The survey was taken from July 2007 to July 2008. The survey is expected to be conducted annually.

Citizens were asked if there is anything that could be done to improve the service of the San Ramon Police Department and if they had any additional comments.

Some of the comments from citizens included:

"Responded quickly, detained the subjects and resolved the problem with the family. The officers were polite, professional and handled the problem to completion. Nothing but positive contacts with SRPD."

"In awe of the officers, they were really on the ball. He got my stuff back in two hours."

"Citizen really liked the follow up contact and thought the quality assurance checks were a great idea."

The survey's purpose is to ensure that the San Ramon Police



Department is providing the highest quality of customer service. Supervisors throughout the Department periodically contact citizens who had interaction with an employee. The contact was made at least twice a month per employee and was conducted at random. Thirty-eight police officers were reviewed in the survey.

The contact serves the purpose of:

1. Allowing supervisors to identify areas to be improved and specific topics for additional training.
2. Identifying employees who are regularly providing exemplary service.
3. Being used as a benchmark/status report of the public's perception of the San Ramon Police Department.

Other comments made by citizens in the survey include:

"Absolutely doing a great job. Sensational service. So glad San Ramon has it's own department. The difference between the Sherriff's office and SRPD is night and day."

"Fabulous, over and above what he needed to do. 10+, very nice, cared. Did excellent job."

"Keep up the good work."

"I like to deal with SRPD more than any other PD."

"You've exceeded my expectations."

"Very, very impressed! Professionalism efficiency. Treated the case as if it was very important."

"I would give him an 11 out of 10"

Radar Speed Display Sign Program

The City of San Ramon is pleased to announce the implementation of the Radar Speed Display Sign Program. The City has installed a total of four Radar Speed Display Signs located along Crow Canyon Road, Montevideo Drive, Norris Canyon Road and San Ramon Valley Blvd. The Radar Speed Display Signs inform motorists of their traveling speed with the goal of reducing speeds. Initial program results show a decrease in speeds along these roadways. As part of the 2008/2009 Capital Improvement Program, the City Council has approved funding for the purchase and installation of four additional Radar Speed Display Signs with installation to take place by June 30, 2009. For more information on the Radar Speed Display Sign Program, please contact PJ Dhoot, Transportation Specialist, at 925-973-2656.

FREE TWO-DAY RECYCLING DROP-OFF EVENT

WHERE: Iron Horse Middle School

South Parking Lot
12601 Alcosta, Blvd.



WHEN: Saturday, Feb. 21st and

Sunday, Feb. 22nd 9:00 a.m. – 3:00 p.m.

Recycle:

- Green waste/yard clippings
- Clean wood/lumber
- Cardboard
- Paper
- Scrap metal
- Bottles and Cans
- T.V.'s
- Computer Monitors
- Electronics
- Microwave ovens
- Household Batteries
- Fluorescent lights

Free compost for San Ramon residents while it lasts!

Call (925) 973-2800 or visit www.sanramon.ca.gov for more info.

Winterization Preparations Started in the Summer

Last summer, when the skies were clear and the sun was shining brightly, the Public Services Department was busy preparing for winter storms. Now, with winter here, their work will pay off.

The staff worked to ensure that all of the City-owned storm drain infrastructures are inspected and properly maintained to allow proper drainage flow and avoid the possibility of flooding during the winter months.

Workers walked, inspected, cut weeds and tules, and removed obstructions from City owned creeks and detention basins, removing overgrown grasses that can block drainage flow along the creeks.

Sand bags, hay bales and straw wattles were prepared and will be readily available at the San Ramon Service Center if needed this winter. Upon notification, sand bags will also be readily available and stored for residents

and the Fire Department to use at Central Park and Athan Downs.

An inventory of tree branches blocking traffic signal heads was conducted. Workers will perform needed trimming during winter months unless branches impose an immediate hazard to the public.

As for areas that could flood, roughly 2,400 catch-basin boxes are being inspected and cleaned with a tow behind mini-vac unit. Also, approximately three miles of concrete V-ditches have already been walked, inspected and cleaned to ensure proper storm water flow during the winter months.

The Public Services shop staff have been proactive in getting all emergency equipment and tools ready for emergency winter situations. Equipment and tools being inspected and serviced include: generators, chain saws, water/trash pumps, backhoe, mini vac., clam shells, barricades, T-bars and other equipment.

Ahoy, Mateys! Aye, the Street Smarts Storybook Poster Contest is Here!



Shiver me timbers! The 5th Annual Street Smarts Storybook Poster Contest started this month. Elementary school children are invited to draw illustrations for Street Smarts' second traffic safety storybook, "Captain Foghorn's Treasure Hunt" by local author Dana Mentink.



The winning illustrations will be featured in the final nine-page storybook. The artwork and final storybook will be unveiled at the Storybook Poster Contest Awards Ceremony on March 5, at the Dougherty Valley Performing Arts Center.

The contest ends February 6th. Entry forms and contest information can be picked up at area schools, community centers and libraries. For information about the contest or other Street Smarts programs, please visit www.streetsmarts-srv.com.

Candidates Wanted: San Ramon Government 101

How does San Ramon plan for its future needs? How is the budget determined? Who promotes economic vitality in our City? If these questions intrigue you, the City Clerk's Department is sponsoring a seminar entitled "San Ramon: Government 101". The objective is to enhance understanding of our local government and City departmental functions

and encourage participation in the City's various Committees and Commissions. Included in the program will be a guided tour of the City, department presentations, an opportunity to meet the Mayor and Councilmembers, and participant recognition at a City Council meeting upon completion. "San Ramon: Government 101" will be presented on six consecutive Mondays starting on February 23, 2009. Class will

begin at 6:30 p.m. in the Council Chambers and conclude at 9:00 p.m. This seminar is free but space is limited. If you are interested in participating, fill out the application on the homepage link at www.sanramon.ca.gov or contact the City Clerk's Department at 925-973-2538. Application deadline is Monday, February 2, 2009.



City of San Ramon
2222 Camino Ramon
San Ramon, CA 94583
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ECRWSS

San Ramon Performing Arts Season 2008-09

All Shows are at the Dougherty Valley Performing Arts Center, 10550 Albion Rd

Defending the Caveman

February 13 – 14

Friday 8:00pm

Saturday 5:00pm & 8:00pm

Defending the Caveman holds the record as the longest running solo play in Broadway history. A hilariously insightful play about the ways men and women relate, *Caveman* has both sexes roaring with laughter and recognition.



Forbidden Broadway

Saturday, March 14, 8:00pm

Since its humble beginnings in 1982, *Forbidden Broadway* has become New York's longest-running musical comedy revue. This multiple award-winner is a side-splitting parody of *The Great White Way*, taking no prisoners as it roasts many a sacred cow. Get 20 Broadway shows for the price of one and all the belly laughs you can handle at *Forbidden Broadway*.



Spencer's Theater of Illusion

Saturday, April 11, 8:00pm

For more than a decade, Kevin and Cindy Spencer have dazzled the world with their entertaining stage magic and breathtaking illusions. Audiences crossover a threshold of disbelief and are captivated only moments after Kevin and Cindy take the stage. Something extraordinary happens when these performers and their audience—sharing an intimate space and a singular moment—discover the wonders of the impossible.



Big Bad Voodoo Daddy

Saturday, May 30, 8:00pm

With its breakthrough role in the 1996 comedy *Swingers*, *Big Bad Voodoo Daddy* intoxicated audiences and cast a spell on the American contemporary Swing scene, quickly becoming one of the genre's hottest acts. The septet is known for its high octane performances and the notable hits *Go Daddy-O*, *You & Me & the Bottle Makes Three Tonight (Baby)*, and *Mr. Pinstripe Suit*.



For Tickets: www.SanRamonPerformingArts.com or 925-973-ARTS

Contact Information

City Council:

H. Abram Wilson, Mayor

Dave Hudson, Vice Mayor

Jim Livingstone, Councilmember

Scott Perkins, Councilmember

Carol J. Rowley, Councilmember

City Council 973-2530

City Manager 973-2530

www.sanramon.ca.gov

Department Services:

Building 973-2580

Business License 973-2510

City Clerk 973-2539

Economic Development 973-2554

Employee Services 973-2503

Engineering 973-2670

Passport Services 973-2533

Planning 973-2560

Police 973-2700

Police Sub Station (Dougherty Station) 973-3300

Public Services 973-2800

Transportation 973-2650

Facilities:

Dougherty Station

Community Center 973-3350

Dougherty Station Library 973-3380

Dougherty Valley

Aquatic Center 973-3335

Dougherty Valley

Performing Arts Center 973-ARTS

San Ramon Community Center

and Central Park 973-3200

San Ramon Library 973-2850

San Ramon Olympic Pool 973-3240

San Ramon Senior Center 973-3250